
Texas Commission on Fire Protection
Report on Customer Service Surveys, 2012

Submitted June 1, 2012

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Identification of customers

For the purpose of the commission's 2012 Customer Satisfaction Survey, the following groups reflect customers served by strategies in the 2011-12 General Appropriations Act.

Goal 1: Education & Assistance

Strategy A.1.1.: Fire Safety Information & Education Programs

CUSTOMER: Fire departments (chiefs, training officers and other officers, fire protection personnel), schools and universities, state agencies, industries, local governments, businesses, training academies, general public.

SERVICE PROVIDED: Acquire, develop and maintain current and historical information on fire protection and provide training aids and fire protection information to fire departments and other entities. Attendance and presentations at the conferences hosted by state fire protection associations; utilization of exhibit booth at conferences; instruction in field examinations, and commission rules and regulations.

Goal 2: Fire Department Standards

Strategy B.1.1.: Certify & Regulate Fire Service

CUSTOMER: Fire departments and local governments.

SERVICE PROVIDED: Certify and regulate fire departments and fire service personnel according to standards adopted by the agency and as prescribed by statute. Regulate paid fire protection personnel, fire departments and training facilities. Perform biennial inspection of fire departments, local government agencies providing fire protection, and institutions or facilities conducting training for fire protection personnel or recruits. Establish minimum curriculum requirements for basic certification as fire protection personnel. Establish minimum requirements and evaluation of courses for higher levels of fire protection personnel certification. Enforce standards for protective clothing and self-contained breathing apparatus. Administer a voluntary certification and regulation program for qualified individuals not connected with local governments or volunteer fire departments. Administer a voluntary certification and regulation program for volunteer fire protection personnel, fire departments and training facilities.

Survey development

The commission developed a survey to measure statutorily required customer service quality elements. This year's survey focused primarily on communications and service timeliness. The agency conducted the 2012 survey online during March 2012. (The agency did not conduct a survey in FY11.)

To randomly select customers, the agency displayed a banner link to the survey on its public web pages. The agency also published a link to the survey on its Facebook page.

The commission's customer satisfaction survey groups the customer service quality elements into four major groups, as follows:

TCFP's function

The survey form asked customers to describe their understanding of the commission's role.

Your interactions with TCFP

The survey form asked customers to describe how and why they contact us.

Service quality

The survey form asked customers to rate their satisfaction with the agency on dimensions of timeliness, knowledge, courtesy and respect, and the outcome of their interaction with us.

Additional comments

The survey form asked customers for additional suggestions for improvement.

Survey response analysis

Overall, the results indicate an above-average satisfaction rate among the agency's customers. In the 2012 survey, the average satisfaction score for all areas is 3.85 on a 5.0 scale, where a "3" equals "neither satisfied nor dissatisfied" and a "5" means "very satisfied."

The agency continues to be concerned that the continuing downturn in scores over the last two biennia is a warning sign that its ability to provide quality customer service has begun to reach its limits.

Key findings - overall

1. The commission continues to earn "satisfied" ratings in all categories.
2. As in our previous customer satisfaction survey reports, low response rate and the possibility of non-response bias continues to be a concern. Although the repetition over time of a similar format, with similar distribution methods, provides an accurate "over time" analysis of a similar customer base, the potential for non-response bias could indicate that these results may not accurately reflect overall customer attitudes.
3. The overall trend in satisfaction between the 2012 survey and previous surveys is slightly negative.

The commission analyzes the responses in a number of ways, including examining the raw scores and the percentages of satisfied and dissatisfied customers. The scores and a brief analysis of each section follows.

Findings – specific areas

Each section includes the raw scores and percent of satisfied and dissatisfied customers.

The ratings are determined on a scale of 1 to 5, with 1 indicating "very dissatisfied" and 5 indicating "very satisfied."

Percentages of satisfied customers are determined by dividing the number of customers choosing "satisfied" or "very satisfied" by the total number of respondents to a particular question.

Customer interactions with TCFP

For this year's survey, we focused on our customers' interactions with the agency.

Most of the agency's interactions with customers occur over the telephone and on-line, so the location and accessibility of the agency's physical facilities (over which the agency has little control) are less important than determining how our customers choose to interact with us. We used this year's survey to gain a more accurate perception of the relative importance of our communication channels.

Additionally, the agency is seeking to determine which of our services our customers access most often.

The survey asked, "If you contacted TCFP, what method did you use to contact us? If you used more than one, please type the additional ways in the "other" box."

Contact methods

Contact method	Number of customers	Percent of customers
Telephone	85	70%
Website	28	23%
Mail	20	17%
Fax	5	4%
Facebook	1	1%
Other	3*	2%

**Each of the three customers who checked this box indicated "face to face" or "in person" contact.*

As shown above, 70 percent of the agency's customers contact us by phone. Nearly a quarter of our customers contact us via the website, while just under 20 percent interact with us primarily through the mail.

Timeliness of response

The survey asked, "How satisfied are you with the time it took staff to answer your question, resolve your issue or provide you service?"

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
13	8	12	40	36	12
11%	7%	10%	33%	30%	10%

Sixty-three percent of our customers indicated that they were satisfied with the **timeliness** of our responses. Ten percent were undecided. Eighteen percent were unsatisfied. (Ten percent did not respond to the question.)

Customer interactions with TCFP (continued)

Agency services

The survey asked, "Please mark the service you have used most often in the past 12 months."

Library	Certifications	Testing	FIDO	Compliance inspection	Injury reporting	No response
1	57	14	40	0	4	5
1%	47%	12%	33%	0%	3%	4%

Nearly half of our customers indicated that the most-frequently accessed agency service related to the certification function, while a third of our customers indicated that the agency's online FIDO system was their most-frequently accessed service during the prior 12 months.

Why our customers are contacting us

In the "Customer interactions with TCFP" portion of the survey, the agency asked, "Have you contacted TCFP in the last 12 months? If so, why?" Twenty-two percent said "no" or left the question unanswered. Those who said "yes" gave the following reasons:

Certification/recertification/IFSAC questions

70 (58%)

Testing and course approval

19 (16%)

Clarification on rules

8 (7%)

Injury reporting

4 (3%)

Multiple categories

4 (3%)

Other

The remaining reasons include questions regarding training, FIDO and compliance issues. (Two customers indicated they contacted the commission regarding board or committee positions.)

Service quality

A major focus of this year's survey was to gain a better understanding of the quality of the services we provide. The survey sought to measure our customer's perception of our knowledge, timeliness, respect and courtesy.

The staff was knowledgeable and easy to understand.

116 respondents, total score 460. Overall: 3.97 out of 5.
78% "satisfied" or "very satisfied."

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
7	7	12	47	43	5
6%	6%	10%	41%	37%	-

The staff was able to handle my inquiry quickly and to my satisfaction.

114 respondents, total score 430. Overall: 3.77 out of 5.0.
71% "satisfied" or "very satisfied."

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
11	10	12	42	39	7
10%	9%	11%	37%	34%	-

I was treated with respect by the staff.

115 respondents, total score 458. Overall: 3.98 out of 5.0.
78% of respondents indicated "satisfied" or "very satisfied."

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
8	7	11	42	47	6
7%	6%	10%	37%	41%	-

The staff was courteous and professional.

115 respondents, total score 459. Overall: 3.99 out of 5.0.
79% of respondents indicated "satisfied" or "very satisfied."

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
8	7	9	45	46	6
7%	6%	8%	39%	40%	-

Service quality (continued)

Overall, how satisfied were you with your contact with TCFP?

116 respondents, total score 438. Respondent rating: Overall: 3.78 out of 5.0.
70% of respondents indicated "satisfied" or "very satisfied."

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
9	12	15	40	40	5
8%	10%	13%	35%	35%	-

Overall, how satisfied were you with the way your question, problem or inquiry was resolved?

117 respondents, total score 437. Respondent rating: 3.73 out of 5.0.
71% of respondents indicated "satisfied" or "very satisfied."

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
13	6	15	48	35	4
11%	5%	13%	41%	30%	-

Have you received a compliance inspection in the last 24 months? If so what was your overall satisfaction with the inspection process?

92 respondents, total score 344. Respondent rating: 3.74 out of 5.0.
61% of respondents indicated "satisfied" or "very satisfied."

Very dissatisfied	Dissatisfied	Undecided	Satisfied	Very satisfied	Not answered
3	2	31	36	20	29
3%	2%	34%	39%	22%	-

***What changes, if any, can we make to improve our customer service?
Please be specific.***

The survey form asked customers what changes we can make to improve our service. 55 of the 121 survey respondents (45%) provided suggestions:

I believe the TCFP home page needs to be updated, not to make it more flashy, but to make it more user friendly. Perhaps even include a "search" function. There have been times where I contacted TCFP by phone, because I could not locate the information I was looking for, only to be directed to a specific part of the TCFP website. I believe that a "search" function would greatly reduce the number of phone calls to TCFP.

More staff, so when you call someone is in the office.

Respond to email requests for assistance.

Ensure that all staff members concerned have the latest information on the various classes that are acceptable as "A" and "B" list courses.

Do yourself a favor and dissolve. Every swinging soul down there needs to pursue a career in the fast food industry where their arrogant, self righteous attitude will fit right in.

There needs to be consistency among your staff when certification requirements change. As it has been, when requirements change, the actual requirements are different depending on which staff member you talk to. Two firefighters with identical circumstances can get different results from two different people. This should be eliminated as a priority.

It seems as though every time I contact TCFP the person on the line has no idea what they are doing. Getting a simple answer out of anyone is like pulling teeth. The person is rude and unfriendly to simple yes and no questions. God forbid anything that requires actual work be done. Because then they seem so put out that they actually have to look something up or fix an issue.

Customer service begins with the customer. Any questions or comments from the customer should be treated in a professional manner. Telephone communications could be conducted in a friendlier manner. The post-card renewal notice needs to be re-visited. Perhaps renewal notices could be e-mailed. Web site is not user friendly. Information is hard to find because of the set up. It would be a good idea to review the TCLEOSE web-site for guidance.

Be more knowledgeable. When I called regarding the question listed above, I was transferred numerous times with nobody giving me an answer. The last person I was transferred to was away from their desk. After leaving a message, I never received a return call.

Do not change dates necessary to re-certify. I had to re-certify just 3 or 4 months after completing fire academy and receiving my certification.

Suggested changes (continued)

I believe the Commission needs to be fair in there enforcing the rules. My department was in violation of the rules, because our department is volunteer and our volunteer Fire Chief was not certified since he is paid by the city. Our neighboring department pays their volunteers a stipend to cover shifts, yet they are not certified and they are getting paid to be there. Doesn't seem fair.

Don't be argumentative on the phone. Prompt notification PRIOR to having any increases in fees. Make some services available online so we can avoid the representative who chronically has a bad day.

It would be nice if certifications could be processed faster. Sometimes firefighters are left wondering if TCFP has received documents. As pricing goes up, it would be nice to get a little faster service.

REMEMBER THAT WE ARE THE CUSTOMERS! IF WE CALL BE THERE TILL THE PROBLEM IS FIGURED OUT, NO MATTER THE QUESTION DONT JUST YELL LOOK ON THE WEBSITE!

Provide the service you're intended to.

MY certification and employment date are totally inaccurate. You do not even show my Fire Officer I cert.

Absolutely none - The staff at the TCFP are highly professional, courteous, and knowledgeable. Each interaction is very much a pleasure!

When calling it would be helpful to have someone answer the phone and not get a voice mail. Calls are not returned very quickly.

Please put the certification cards at least on the website/FIDO for us if you are no longer going to mail them out. We could at least print these off and have proof on us at all times of qualifications. The verification report is nice if verifying potential applicants, but no one is going to print that entire page or pages off to carry around.

TCFP employees, both volunteer, appointed & paid need to be versed fire trainers. They should be mandated to teach and to follow their own standards. This would provide a grass roots point of view. At this moment many at the TCFP have no idea what adult learning is all about.

I spend hundreds and hundreds of hours participating in continuing education. Some of this training far surpasses the classes named in the A or B lists. The Byzantine process of trying to have a new class added to the list just makes me even angrier about the new fee structure for certifications.

The truth is most of the folks at TCFP are committed professionals doing the best they can with the limited resources available to them.

Customer service could best be improved with (1) more staff and (2) a change in perspective by the board and executive leadership to see fire service professionals as customers rather than regulatory compliance problems.

Lower the fee prices again.

Suggested changes (continued)

None in this area. He was quite good at providing answers and following through with what he had said.

I would like to see a way I can receive the updates from TCFP without going to the website. I really miss the newsletters that were once sent out. Finally, the website is hard to navigate and not visually inviting.

Nothing. Doing a great job.

I think the commission is available to the fire service at all times and through many mediums.

Faster response. Takes too long for test results and certifications to be issued. May consider testing centers such as NREMT uses. You test in the morning and in most cases have results that afternoon and certificate from Ohio in your hands in 3 business days.

Make sure all the certification personnel have the same information for certifications upgrades.

More involvement with the Texas panhandle we often feel like the step child of Texas up here and many smaller departments get away with more NFPA violations and lack of training requirements than any department should allow. I only mention this because lack of training is killing more and more every year. I recently went on a structure fire with a neighboring department and as they were trying to go interior without air and using a 1 inch redline. My thoughts are simply this: save some days off for the next funeral.

Telephone customer service. I have worked customer service before and people can tell a lot about your attitude over the phone by the sound of your voice.

1 - Allow me as Training Chief to print Certificates of my FFs. 2 - On querying dept certs - add skills examiner as one of the categories to look up

Make the website more user friendly for finding information, it seems to have been designed by someone that knew where to look for info and not aimed toward providing information to a search query

NOT A THING may be add more staff to help them keep up the great job.

Overall none all experiences thus far have been excellent.

Always friendly and informative. Compliance issues are resolved together and understood.

I see no problems in the area of "customer service."

TO ANSWER THE PHONE CALLS AND QUIT HAVING A VOICE MAIL FOR EVERYTHING. JUST QUIT ACTING LIKE YOU ARE DOING A FAVOR TO US.

Suggested changes (continued)

Reduce the cost of recertification. The departments perform the work and only report the differences so it should not be as expensive as the initial certification.

I am currently satisfied overall with the commission.

Not be so rude and make so many rude voice messages on phones when a question about a cert is left.

Online re certification would be nice.

Nothing it is good where it stands.

I'm confused on which system to use, TCFP's website or FIDO.

The amount of time it takes to put certifications on line for printing and IFSAC seals is too long. It can hold up a pay increase or promotional opportunity.

I would like to see efforts made towards online payment options and or wire transfers options for any fees. Possibly even move towards quart[er]ly billing for mid to large depts. I would like to see efforts made towards improving the walk-in exam procedures. I would like more options and more flexibility within the capabilities of FIDO to edit and maintain my department.

Doing an outstanding job

Have the local compliance officer contact the fire department to see if they have any questions for the TCFP and update them with new laws and standards. Basically have a relationship with each regulated fire department in their district. That way every time you see your TCFP local compliance officer is not just for a compliance inspection.

Email notification when certs expire. I never received a yellow card stating I had expired.

Professionalism in completing inspections. Not getting in administrators faces and telling them their rear end will be on the line for PPE concerns. Hopefully, it was an isolated case and the guy was just having a bad day.

I called and still have not received a call back. I applied for my eo and inter. FF over 3 weeks ago and yet to have my papers processed.

Need to add more personal or have the ones that are currently there return voice messages to the people in the field.

I am very happy with the service. Most of the folks I deal with know me on a first name. I call a lot and always get help very fast

Return calls faster or answer when someone calls. No one ever seems to be available.

Additional comments

The survey form asked customers for any additional comments about our customer service. 55 of the 121 survey respondents (45%) responded:

I am very pleased to see that TCFP is conducting a survey. As an instructor, I understand and appreciate the need and use of surveys as a tool to better serve the student, or in this case, all paid firefighters in Texas.

Cut down on some of the hours for some of the certification classes, some classes seems like just filling stuff to make the required hours

I don't understand why the TCFP is the only state agency I'm aware of that charges outrageous fees for testing, then additional outrageous fees for certifications, then does not even provide the individual or department a card or certificate. DSHS and TCLEOSE still provide certificates and wallet cards and charges a fraction of the cost of testing and certification. If you are going to charge these fees, especially on a yearly basis, certification cards and discipline certificates need to be re-instated.

I believe to have a better understanding of TCFP does there should be more public outreach to fire departments, rather than just being inspected with punitive results.

Would like to see additional TCFP certifications, such as aerial operator and safety officer.

Get the ProBoard vs. IFSAC crap settled. The fire service is not stupid. We know all about the political BS going on down there. Either get it settled or don't be surprised when elected officials start getting involved.

There needs to be a link back to the TCFP website from the FIDO login page. There is none at this time.

TCFP has always been a competent and helpful agency that works to resolve problems and answer questions.

I don't understand how an organization as large as you are cannot organize simple information in a logical manner. The website is very confusing, unattractive and unresponsive. The information displayed is not unimportant however, the way it is laid out makes it impossible to get any useful information in a timely manner. And as I stated earlier, calling the question in is not any better. If I were anyone working for TCFP I would take a very good look at how TCLEOSE manages their officer's information, certificates and hours and try to model my organization accordingly. What you do is important for so many people and I respect the work that has been put in however, you still have a long way to go.

Do not change dates necessary to re-certify. I had to re-certify just 3 or 4 months after completing fire academy and receiving my certification.

Your skill requirements are outdated! Move into 2012 and redesign the skill sheets. Eliminate the internet certification it waters down the education a cadet receives by attending the academy.

Additional comments (continued)

Keep in mind that all firefighters in the state do not work for large departments. When it costs 85 dollars to test and 85 dollars for a certification, this comes out of our own pocket. It is ridiculous that the fees went up as high as they did and no change was seen regarding the turnaround time on applying for certifications. Taxing firefighters who already do not make very much money is not the way to win over anyone to support the work of the commission.

Inspections need to deal more with safety and condition of equipment and vehicles and less about paperwork and administrative duties.

I really don't like the new certificate look. They look very cheap when you print them out and you would think since certification and testing cost went up, we could have some color or a better looking certificate.

I am not sure if it is possible, but it seems as if it would make sense for TCFP and SFFMA to merge somehow. This would mean more money for both and a one way track for both paid and volunteer firefighters.

For \$85 a test, \$85 a Cert, \$10 for IFSAC, \$85 a year. you should provide a whole lot more. It is ridiculous that for \$100 TDSHS for 4 years and \$100 TCLEOSE for life, both provide a better service including cert cards and certificates, then TCFP. The library is great but it is not worth what is paid. For \$170 for the testing and certification I should not have to print my own certificate. And why is it that for free I obtained a cert card for field examiner but I can't even print my own cert card from FIDO that was supposed to be so much better.

I can't understand why the fees are so HIGH for certifications. If you are employed the city will take care of it but if you are not employed you have to pay. I don't have a problem paying the fees but I just think that they are outrageously high!!

I think that TCFP needs to establish a state-wide and industry wide standard for training (i.e. creating standards for volunteers in the same way we have standards for paid firefighters). I believe it to be somewhat ridiculous that we require our paid firefighters to go to a 468 hour academy (which I 100% agree with by the way) before ever setting foot on an in-service apparatus however a volunteer only requires a willingness to climb onto a rig. As a result there are extreme variations in knowledge and capability between the VFDs and FDs across the state and it not only reduces the efficacy of the lesser educated agencies but it also presents a significant safety hazard by having inadequately educated/trained personnel on fire scenes. I would like to see an enforceable minimum standard for all firefighting personnel across the board.

Thank you for being a flexible organization in working with fire service personnel to improve themselves.

The website is hard to navigate looking for certain areas.

A better marketing plan of what you guys really do and what the purpose of the commission would help out.

Additional comments (continued)

The only reason people pay your inflated fees is because we have to. Way to lead from the front on screwing the general firefighting public with the fees. 85 to take the test...then another 85 to certify...then another 85 to upgrade. That is great! How about giving something back? Make physical fitness a priority...oh, never mind...then you couldn't get all the fat guys to serve on your committees.

I like the new website, and would suggest continued improvement there. The FIDO area is nice for reporting changes, etc. but sometimes it will not let me change a person and assign a new duty to that individual.

Also want to note that I have had great feedback and conversations with Tim Rutland. He seems to always show great customer service in my dealings with him.

Lower the cost, stick to the NFPA for testing. Focus on the customer in order empower

Lower the fees we are broke firemen this is ridiculous to have two fees for test and cert.

Expand regional testing or partner with certified testing centers. Texas being such a large state, there are many candidates that are so far away from a testing site. The current condition of the economy and high gas prices makes it difficult for some to travel so far for an exam.

Work better with other training organizations for the greater good. The fire service needs the training and the fire service wants the certs to show for it.

Overall doing a good job. Easy to deal with. Fees do not reflect efficiency.

The NIMS online courses were approved for cert upgrades one time, but not accepted another time.

Make the D/O course mandatory to resolve current funding issues.

I understand the TCFP may be de-funded. I hate that! I do not want my certifications to be anywhere else, for a variety of reasons.

You should be able to sign up and PAY for an exam online. Also I have to pay \$85 to take a test then \$85 just for to have my certification posted to the internet. That's more than some of the classes! That's ridiculous.

I have been up to Austin to personally hand in my cert renewal and every time I feel like a bother when I come in to ask a question or pay my renewal. Why is it so hard for some to just be courteous I come to the main office to ask questions because I can't find the answer, but that does not mean I have to be belittled either.

Do not use twitter or Facebook as a form of giving out information. With our City security we cannot access any social media.

Additional comments (continued)

I understand the reason for the fee increases, but you are just passing the problem on the fire departments and individual firefighters, also, the paperwork and process for new certs is too drawn out.

Keep up the awesome service, thank you.

Please make a nice quality color certificate that we can print out when we obtain a certification. Make it for our past certifications as well. The current black and white version sucks.

Great staff, knowledgeable, courteous and have had a bad experience with the commission, whether in testing, compliance or certification.

TRY TO HAVE MORE HUMAN INTERACTION.

Approach the legislature about having TCFP pay the State to support other depts.

The minimum cost of obtaining a certification @ \$170 (\$85 to sit for the test and \$85 to receive the cert) is ridiculous.

I understand it's a legislative issue over funding, but the costs passed down to the "consumer" are artificially high to pay for other functions of the TCFP I imagine.

Offer more certifications. Example Fire Officer 3 & 4, Aerial Operator, etc. Department of Defense has a great certification program!

Please find a way to put certifications on line and available for printing in a much faster way. The cost has gone up substantially without better service.

I appreciate everyone's hard work and dedication to the Fire Service.

The TCFP is a must for the state. The concept of merging the law enforcement and fire service regulation agencies is NOT good. I do however think the TCFP, TFS (FIRE DIVISION), and the SFFMA should be under one umbrella so the fire service in the state of Texas has one certification agency for all fire service certifications.

I have made numerous suggestions to make FIDO more user friendly. None of those simple suggestions have been adopted. If FIDO is going to be the main tool for administrators to manage our interaction with TCFP then some simple items should be fixed. Such as a better search function for employees, at least change it to last name instead of first name. I have 1100 employees and the first name does me no good. Scrolling thru 1100 names is time consuming when you are doing multiple entries. I would also like a printable confirmation page when terminating employees so it can be tracked. There is more but i have already sent it to the IT folks with no luck.

Strive to be solution based and help departments find solutions to concerns or issues. Otherwise, the Commission is doing an admirable job.

Fees are too expensive.

Additional comments (continued)

When I finally spoke with someone at the commission, the lady I spoke with was very helpful and very knowledgeable about what I was looking for. It took over 2 months to finally speak with someone after call at least 2 times a week. TCFP needs more people in the office or more people that can be contacted by phone.

The staff is great they know there stuff and they are very good at their jobs.

While we're all aware of the states money shortage, the fees for applications and testing are outrageous at the 200% raise. We need to find ways to lower these fees to make it affordable to people who must pay for these individually. Also, it would be great if the requirements to get certain certifications did not include having to obtain each level (and having to pay each fee) prior to obtaining that cert.

The one change you have made that I am not at all satisfied with the certifications that we now have to print off through FIDO. The certifications the used to be sent to us through the mail were very well designed, tasteful and were of a high quality worthy of framing and hanging on the wall. The certificates that we now have to print off from FIDO are at best cheesy, embarrassing, and a disgrace to the commission. With the sharp increases in the cost of certification that has been imposed on us I think we deserve to have something worthy of hanging on the wall to show our pride in the honorable profession that we have chosen. P.S. My city no longer pays for us to upgrade our certifications due the increased cost of annual certification. To upgrade my certifications now comes out of my pocket and what I printed off was hugely disappointing.

I think the fees for testing have become out of hand. The amount you charge for testing and certification is way too much. In some cases this cost is on the fire departments. In most cases, it's the individual who has to pay. This makes it difficult for people who want to become certified in more disciplines. I understand now that yet another price increase is in our future. Where does it stop. WE CAN'T AFFORD IT!!!!!!

Survey tool analysis

Although as previously noted the small response rate could potentially indicate a strong non-response bias in the surveys, the relative consistency in the data over the years seems to indicate that the sampling is not fundamentally flawed. (The exception to this could be in the area of complaint handling, where the small number of respondents means that overly positive or overly negative results could skew the percentages significantly.)

For the FY 2012 survey period, the agency targeted a random sample of agency customers by conducting the survey only online.

Approaches under consideration for future surveys include distributing the survey to certification exam takers, departments undergoing inspection, etc. This approach would be extremely difficult, however, without dedicating more agency staff specifically to the task of performing the surveys.

This agency's governing bodies, including the commission itself and its advisory committees, are comprised primarily of members of the community the agency serves. These groups provide continuous oversight and feedback regarding the agency's activities. Although objectivity might be a factor given these members' involvement in the rulemaking processes, some method of quantifying satisfaction levels among these groups could provide additional insights regarding the agency's customer satisfaction performance.

Customer Service Performance Measures		FY 2012 Performance
Outcome	Percent of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received	70%
Outcome	Percentage of Surveyed Customer Respondents Identifying Ways to Improve Service Delivery	45%
Output	Number of Customers Surveyed	121
Output	Number of Customers Served	30,000
Efficiency	Cost Per Customer Surveyed	N/A
Explanatory	Number of Customers Identified	30,000
Explanatory	Number of Customer Groups Inventoried	11

Customer service performance measures definitions

Outcome: Percentage of surveyed customer respondents expressing overall satisfaction with services received.

Short Definition: Surveyed customers are offered an opportunity to rate several factors pertaining to the agency. The rating scale included five response selections from "Very dissatisfied" to "Very satisfied" or "Not Applicable."

Purpose/Importance: The purpose of the survey is to meet the requirements of Senate Bill 1563. While meeting this requirement, the survey will offer the agency an opportunity to augment its understanding of customer needs and expectations.

Source/Collection of Data: Surveys were made available on the agency's website in March 2012.

Method of Calculation: The overall satisfaction rating is the percentage of respondents to the question, "Overall, how satisfied were you with your contact with TCFP who marked "4" (satisfied) or "5" (very satisfied), divided by the number of respondents who answered the question. (Non-respondents are not included in the calculation of percentages.)

Data Limitations: The results of the survey are limited to the number of surveys returned.

Calculation Type: Non-Cumulative

New Measure: No

Desired Performance: Higher than Target.

Outcome: Percentage of surveyed customer respondents identifying ways to improve service delivery.

Definition: The percentage of surveyed customer respondents who identified ways to improve service delivery expressed as a ratio of surveys returned to surveys containing suggestions.

Purpose/Importance: The customers receiving the service afforded by the agency are the best judges of how they would like to receive that service. Responses and suggestions from our customers encourage an open dialog that will result in better customer service and may result in more efficient methods of delivery.

Collection of Data: Survey forms were made available on the agency's web site in March 2012.

Method of Calculation: For calculating the percentages, the "percent suggesting improvement" is the number of respondents who made comments, divided by the total number of respondents.

Data Limitations: Survey results are limited to the number of surveys voluntarily completed by customers.

Calculation Type: Non-cumulative

Customer service performance measures definitions (continued)

New Measure : No

Desired Performance: Lower than Target (assuming good customer satisfaction).

Output: Number of customers surveyed.

Short Definition: The number of surveys distributed to agency customers

Purpose/Importance: A wide range of distribution and a large number of customers reached will afford the agency an excellent opportunity to poll the expectations of the customers.

Collection of Data: Surveys were posted to the agency's web site in April 2010.

Method of Calculation: The number of responses.

Data Limitations: The survey respondents are self-selected, and limited to visitors to the agency's website or Facebook page in March 2012.

Calculation Type: Cumulative

New Measure : Yes

Desired Performance: Higher than Target.

Output: Number of customers served.

Short Definition: This measure defines the various customer bases served by the agency.

Purpose/Importance: Determination of the customer bases allows the agency to allocate its time and resources to the specific needs of the specific groups served.

Collection of Data: Customers served was determined by agency employees who listed the various people and entities served during a one-week period. This information was compiled into specific categories of customers.

Method of Calculation: Identified the number of certified fire fighters, library users, fire departments inspected/investigated, fire service training programs evaluated, and people tested.

Data Limitations: Data is limited to those individuals or entities specifically regulated by the agency. Customers not regulated cannot be anticipated.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Not Applicable

Customer service performance measures definitions (continued)

Efficiency: Cost per customers surveyed.

Short Definition: The cost of printing, business reply permit and mailing customer surveys.

Purpose/Importance: Determine the cost of surveying the agency customers.

Collection of Data: Cost was determined by tracking the invoices for printing, business reply permit, and postage.

Method of Calculation: Cost per customer was calculated by dividing the total cost by the customers surveyed.

Data Limitations: Data is limited to known cost.

Calculation Type: Cumulative

New Measure: Yes

Desired Performance: Not Applicable

Explanatory: Number of customers identified.

Short Definition: The number of people served by the agency.

Purpose/Importance: To survey for customer satisfaction.

Collection of Data: Number of customers were determined by agency employees who listed the various people and entities served. This information was compiled into specific categories of customers.

Method of Calculation: Identified the total number of certified fire fighters, library users, fire departments inspected/investigated, fire service training programs evaluated, and people tested based on FY12 data.

Data Limitations: Data is limited to those individuals or entities specifically regulated by the agency. Customers not regulated cannot be anticipated.

Calculation Type: Cumulative

New Measure: Yes

Desired Performance: Not Applicable

Customer service performance measures definitions (continued)

Explanatory: Number of customer groups inventoried.

Short Definition: This measure defines the various customer groups served by the agency.

Purpose/Importance: Determination of the customer groups allows the agency to allocate its time and resources to the specific needs of the specific groups served.

Collection of Data: Groups served was determined from input from the agency employees.

Method of Calculation: Totaled the groups reported by the employees.

Data Limitations: Data is limited to those groups identified by the employees.

Calculation Type: Cumulative

New Measure: No

Desired Performance: Not Applicable

